

14.110 TELEPHONE USE

Purpose:

Establish guidelines for the official use of telephones.

Provide controls for long-distance telephone calls and mobile telephone calls made by Police Department personnel.

Policy:

When making or receiving telephone calls, Department personnel will conduct themselves in a professional and courteous manner. Personnel will not engage in disputes with telephone operators under any circumstances.

Employees will reimburse the City for any costs associated with the personal use of mobile telephones.

Personnel will inform Fiscal & Budget Section of any changes or additions to Department mobile telephone numbers.

Procedure:

A. Local Calls From Public Telephones

1. All Police Department personnel calling City Hall centrex numbers or Police Communications Section (PCS) from public telephones will:

- a. From public telephones owned and operated by Cincinnati Bell or ATT:

- 1) Dial "0" (operator) and wait until the operator responds.
- 2) Identify yourself as a police officer and request the specific centrex number.

- b. From public telephones owned and operated by private companies:

- 1) Dial "10288 or 10ATT" and wait until the ATT operator responds.

- 2) Identify yourself as a police officer and request the specific centrex number.
 - c. On all emergency calls use 911. On all other calls to PCS, call 352-3920.
 2. This service is provided to on-duty officers for official business only and is not intended for personal, non-emergency telephone calls.
 - a. Police personnel should be alert for civilians trying to use this service fraudulently.
- B. Making Long-Distance Telephone Calls
1. Definity System: 310 Ezzard Charles Drive, 824 Broadway, 801 B. West 8th Street, District 2, Street Corner Unit, and 800 Evans Street
 - a. Dial 9 + 1 + area code + 7 digit number.
 - b. Enter the extension number* when you hear the second dial tone after the 3 beep confirmation tone.

*If the extension number begins with "1," you must change the "1" to "9;" e.g., "1970" would be entered as "9970."
 2. Centrex System: Districts 3, 4, and 5, Park Unit, Narcotics Unit, Impound Unit, and Court Control Unit
 - a. Dial 8 + 9 + 1 + area code + 7 digit number.
 - b. Enter the extension number* when you hear the second dial tone after the 3 beep confirmation.

*If the extension number begins with "1," you must change the "1" to "9;" e.g., "1970" would be entered as "9970."
 3. Other telephone users: Firearms Training Unit and Mounted Squad
 - a. Dial 1 + area code + 7 digit number.

C. Reporting Long-Distance Telephone Calls

1. Personnel making long-distance telephone calls from an office phone, fax machine, mobile phone, etc., will complete a Form 657, Long-Distance Telephone Report for each call made.
 - a. The district/section/unit supervisor in charge at the time will sign each completed Form 657, indicating approval of the long-distance call.
2. The district/section commander or director will approve all Forms 657A.
 - a. Keep a copy for the district/section/unit file with all Forms 657 attached to the Form 657A.
3. Submit to the bureau commander, by the 10th of each month, the original Form 657A, Monthly Long-Distance Telephone Report. The reporting period will cover the entire preceding month. List chronologically all long-distance telephone calls made from the district/section/unit assigned telephones including fax machines, mobile phones, etc.
 - a. The bureau commander will approve the Form 657A and forward the original Form 657A to the Fiscal & Budget Section for audit.
4. Fiscal & Budget Section will:
 - a. Audit monthly telephone bills received from Communications Technology Services for correctness of fees and computations.
 - 1) Discrepancies between charges and documented information will be identified.
 - a) Request the affected district/section/unit to clarify inconsistencies or take corrective action as necessary.
 - b) Forward a copy of the request to Inspections Section.

- b. Upon suitable clarification or correction of the Form 657A, the Fiscal & Budget Section will file the original report for audit purposes.

- 1) Forward a copy of the information used to correct the Form 657A to Inspections Section.

D. Long-Distance Telephone Fraud

- 1. Police Department employees should be aware of frauds involving the use of telephone lines for long distance and overseas billing.

- a. To avoid telephone fraud, do not transfer anyone to an outside operator from an incoming telephone call.

E. Mobile Telephone Use

- 1. Mobile telephones are issued to expedite the conducting of official City business when away from normal telephone service.
- 2. Use of mobile telephones are intended for police related business only.
- 3. Fiscal & Budget Section will forward mobile phone billing statements, through the respective bureau, to the district/section/unit commander or director.
- 4. Each district/section/unit commander, director, or designee will review the mobile telephone usage of personnel under their command and forward the results to the bureau commander.

- a. All numbers will be identified. Any number not related to police business will require notation on the billing statement. A Form 17MPR, Mobile Phone Reimbursement, will be completed by the district/section/unit commander, director, or designee listing all employees who have costs to pay through payroll deduction.

- 1) The Form 17MPR will include each employee's name, employee ID number, amount due from the employee, and signed authorization for the payroll deduction.
5. Each bureau will collect the Forms 17MPR from their districts/sections/units and forward to the Fiscal & Budget Section.
6. Bureau commanders will audit the mobile phone statements for each district/section/unit commander.